

JOB DESCRIPTION

IT & Development Manager

Applications & enquiries

Applicants should submit a CV and covering letter to careers@theotpractice.co.uk or if you would like to discuss the role in more detail please call Louise on 0330 024 9910.

Introduction

This is a full time office based role near Hook in Hampshire and reports to the Managing Director.

The OT Practice is a modern, entrepreneurial company that is built on a foundation of great people, but also well refined processes and systems. Technology is at the heart of our operations and enables our staff and therapists to work effectively and provides the support they need to deliver an exceptional level of service to our clients.

We have grown significantly over the 5 years and plan to continue on that trajectory for the foreseeable future. After initially building our foundation case management system in partnership with an external company, we brought the majority of development work in-house 3 years ago. Since then we have refined existing systems and build new applications to support the strategic growth plans of the business.

Initially it will be an autonomous, all encompassing, 'hands on' role covering every aspect of technology from helping staff with email problems, to managing network infrastructure, to development work on sophisticated & complex applications. As the company grows and we are in a position to invest more in technology, then so would we expect the technology team to grow.

Candidates for this role will need excellent all round technical knowledge but also leadership/management experience. Although the role initially is autonomous, we are looking for someone who is able to demonstrate their ability to take ownership and responsibility in a managerial way. They must have the experience to make the right strategic decisions in line with the needs of a SME that is growing fast.

In the future, as needs dictate and budgets allow, the expectation would be that the IT & Development Manager would be responsible for building and managing additional staff to manage technical support, internal desktop & network operations and the application development team. Currently this is manageable without additional in-house staff, instead working with trusted technology suppliers for network management, phones and supplementary development resources.

This is a fantastic opportunity for someone ambitious and entrepreneurial who has gained technical leadership experience and would relish the chance to use that experience and knowledge to be the architect of a technology function, within a small fast growing business that fully embraces technology, from the ground up.

Our Company ethos

- We make clients & potential clients feel understood and provide sound professional advice – even if it ends up being for free
- We are friendly & caring, but always remain professional
- We are socially responsible – if there is a better option for a prospective client then we say so
- We are a PRIVATE practice and understand that generally our clients are looking for more than what statutory services provide and are willing to pay for that service
- We are driven and go the extra mile if that is what is needed to convert an enquiry or to keep a client happy.

Applications & enquiries

Applicants should submit a CV and covering letter to careers@theotpractice.co.uk or if you would like to discuss the role in more detail please call Louise on 0330 024 9910.

Details of the role

Application development

Primary Applications

- Practice Plus – established case management and workflow system for our individual client cases. Originally built in ASP on an SQL database, much has now been migrated to .NET and whilst we continue to maintain the ASP application, new features are written in .NET with legacy features being re-written as and when appropriate.
- Enterprise – a recently built .NET application for our bulk assessment clients
- Intranet – our company intranet site with a number of simple features such as meeting room bookings, attendance tracking, policy management etc. built in .NET.

Development responsibilities

Hands on development work on our applications will be the primary function of this role and will occupy the majority of time on a day to day basis. This includes:

- Providing technical guidance with specification of new features & functions across all applications
- Manage the internally hosted hardware and development stack for our development & test environments
- Establish and enforce appropriate release procedures to the live environment
- Work with our hosting company on any live environment issues (UK hosted datacenter)
- Establish joint working practices with external development team if required (long established relationship and able to provide knowledge, guidance and additional development resource if necessary).
- Take responsibility for data security and vulnerability assessments

Longer term outlook (growth dependent)

- When budgets allow hire additional internal resources to increase development work output
- Establish appropriate development methodologies and procedures for scaling up the development team
- Review infrastructure for development and production environments
- Focus on reliability and infrastructure redundancy

Strategy, management & organisation

- Planning internal process and development methodologies
- Project planning and project management
- Owning the development roadmap and budget considerations
- Provide direction on which technologies we should be using backed up with both technical and business reasoning
- Risk management and data security
- Hiring technology staff and subsequent line management duties
- Advising directors on technology within all aspects of the business
- Managing external suppliers and associated contracts.

Day to day office related support tasks

- Setting up new workstations
- Manage the file storage server (NAS drive) and network (with external specialist if necessary)
- Maintain our email system (externally hosted & managed)

Applications & enquiries

Applicants should submit a CV and covering letter to careers@theotpractice.co.uk or if you would like to discuss the role in more detail please call Louise on 0330 024 9910.

- Work with our phone system supplier for system maintenance issues and configure new phones (externally hosted & managed, internal configuration control)
- Technical support for Practice Plus and Enterprise, our bespoke built case management and workflow systems
- Assist with testing and roll out of new features on Practice Plus and Enterprise
- Occasional technical support for Therapists with email, or Practice Plus/Enterprise problems
- Maintain and build cloud database systems to support business processes (Knack cloud based database builder)
- Offer support from time to time to the office team with technical challenges. (Generally we have a tech savvy team that requires minimal day to day support, except for genuinely challenging situations.)

Skills and qualifications

The following skills and qualifications will be required/desirable:

- Full stack development and MVC experience essential
- Established skills in HTML, CSS, JQuery, Bootstrap, JavaScript, .NET, ASP and MS SQL are essential. Commercial application of these skills will need to be demonstrated.
- Experience working with APIs
- Computer Science/STEM degree or equivalent in work experience
- At least 5 years professional experience in IT covering both application development and systems administration
- At least 2 years leadership or management experience – ideally leading a development team in some capacity
- Good project management skills and excellent ability to organise/prioritise tasks
- A good understanding of development methodologies and best practice procedures
- A good understanding of system architecture and experience with setting up and maintaining both development and production environments
- Excellent understanding and practical implementation of highly effective data security
- Experience working in a people facing role
- Excellent communication skills with clients and amongst the team (phone manner is very important)
- Experience reporting to or communicating to director level
- Good technical understanding of Windows desktop systems
- Basic knowledge of Photoshop, Illustrator or similar graphic design application is desirable
- Problem solving and independent investigation skills
- Good multi-tasking and time management skills
- Fast learner and a desire to self-teach and learn new skills & technologies.
- Willing to undertake a DBS check

Personal skills & attributes

Fundamental to this role is the character and temperament of the individual. They will be expected to be highly organised, efficient and have a strong sense of responsibility. Important personal skills and attributes include:

- Caring, friendly and always willing to listen
- Taking responsibility and having the ability & confidence to make good decisions
- Problem solver and determined

Applications & enquiries

Applicants should submit a CV and covering letter to careers@theotpractice.co.uk or if you would like to discuss the role in more detail please call Louise on 0330 024 9910.

- Ability to work independently and within a team environment
- Act on own initiative, self motivated and tenacious
- Exceptionally well organised and able to put their own strategies and processes in place to maintain a well organised working environment
- Be able to earn respect and in turn have authority within the team and therapist network due to willingness to help and capability
- Outstanding attention to detail
- Personal pride in their work
- Desire to progress and develop their technical knowledge and increase their level of responsibility within the company
- Efficient working style and ability to juggle tasks without missing things
- Excellent telephone manner – chatty and confident but always professional
- Able to remain calm, composed and professional under stressful or confrontational situations
- Discrete and trustworthy – with this role comes a significant responsibility for information security.

What we offer you

We pride ourselves on being a caring and friendly, but professional company. We believe the growth of our business to date is directly attributed to ensuring our values are at the core of everything we do. Based in the centre of Hook, with free parking and excellent transport links. Offering a competitive salary depending on experience, with 25 days holiday, plus bank holidays, and other company benefits.

Applications & enquiries

Applicants should submit a CV and covering letter to careers@theotpractice.co.uk or if you would like to discuss the role in more detail please call Louise on 0330 024 9910.